

Date Mailed  
June 28, 2002

BEFORE THE  
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation to Determine Service Quality Standards for  
Price-Regulated Telecommunications Utilities for Year 2004  
Price Regulation Filings

05-TI-629

**NOTICE OF PROCEEDING, INVESTIGATION, ASSESSMENT OF COSTS,  
AND REQUEST FOR COMMENTS**

Comments Due:  
**Tuesday, July 23, 2002 – Noon**

FAX Due:  
**Monday, July 22, 2002 – Noon**

Address Comments To:  
**David Albino, Administrator**  
**Telecommunications Division**  
Public Service Commission  
P.O. Box 7854  
Madison, WI 53707-7854  
FAX (608) 266-3957

**THIS IS A PROCEEDING** to establish service quality standards for the year 2004 anniversary dates of each price-regulated telecommunications utility pursuant to Wis. Admin. Code §§ PSC 163.04(2)(c) and (ch). This proceeding will also consider proposals by each price-regulated telecommunications utility to establish new service quality penalty mechanisms under Wis. Admin. Code § PSC 163.04(2)(c)3. Wis. Stat. § 196.196(1) allows telecommunications utilities to elect to be price-regulated. Wis. Admin. Code ch. PSC 163 determines the procedures for electing price regulation, establishes the mechanics of price regulation, sets reporting requirements, and creates miscellaneous provisions to make more specific the requirements of Wis. Stat. § 196.196(1). Wisconsin Bell, Inc. d/b/a Ameritech Wisconsin (Ameritech) and Verizon North Inc. (Verizon) are currently the only companies which have elected to be price regulated.

The service quality components specified in Wis. Admin. Code § PSC 163.04(2)(c)1. include: (1) average time interval for installation; (2) trouble reports per 100 lines; (3) time out of service; (4) percent repeat trouble reports; (5) average employee answer time for repair calls; (6) trunk blockage; and (7) answer speed for business office calls. Wis. Admin. Code § PSC 163.04(ch) requires the Commission to establish both industry-wide and company-specific service quality standards no later than December 1 of the year preceding the year to which the standards are to be applied. Thus, standards to be applied to 2003 performance, and evaluated in 2004 anniversary date filings, must be established by December 1, 2002.

Wis. Admin. Code § PSC 163.04(c)3. allows a utility to propose an alternative service quality penalty mechanism. Both Ameritech and Verizon have filed such proposals which, if

approved, would apply to 2003 performance and be evaluated on the 2004 anniversary dates. The Commission must issue an order approving, modifying, or rejecting these proposals before December 1, 2002.

Verizon proposes to align the company-specific benchmarks with industry-wide standards, eliminate the performance range, change the way dual standards for the same component are evaluated, and allow for cumulation of results by central office host/remote cluster when evaluating troubles per 100 lines. Details of these proposals are contained in Verizon's filing. Copies of Verizon's filing may be obtained by written request to Paul Verhoeven, 100 Communications Drive, P.O. Box 49, Sun Prairie, WI 53590-0049, or by e-mail addressed to [paul.verhoeven@verizon.com](mailto:paul.verhoeven@verizon.com).

Ameritech proposes to change the installation interval standard, relax the standard for answer time for business office calls, and make several clarifications to the standard of percentage of routine out-of-service troubles cleared within 24 hours. Among the clarifications Ameritech proposes are that "routine" should exclude troubles related to cable damage and *force majeure*, as well as all troubles during holidays, gun deer hunting season, and all troubles the day of and the day after several defined weather events. Weather events include excessive snowfall, winds, rainfall, and hot or cold temperatures. This measurement would, however, include all switch detected troubles, regardless of whether they are ever reported by the customer, as well as all troubles resolved in less than 24 hours, regardless of whether the trouble would otherwise qualify for an exclusion. Details of these proposals are contained in Ameritech's filing. Copies of Ameritech's filing may be obtained by written request to Michael Klasen, 722 North Broadway, Milwaukee, WI 53202, or by e-mail addressed to [MICHAEL.KLASEN@msg.ameritech.com](mailto:MICHAEL.KLASEN@msg.ameritech.com).

**NOTICE IS GIVEN** that the Commission considers it necessary, in order to carry out its duties, to investigate all books, accounts, practices, and activities of Ameritech and Verizon. The expenses incurred or to be incurred by the Commission which are reasonably attributable to such an investigation will be assessed against and collected from these companies in accordance with the provisions of Wis. Stat. § 196.85 and Wis. Admin. Code ch. PSC 5.

This is a Class 1 proceeding as defined in Wis. Stat. § 227.01(3)(a).

Any person desiring to become a party shall file a request pursuant to Wis. Stat. § 227.44(2m) and Wis. Admin. Code § PSC 2.32(3) no later than 14 days from the date of mailing of this notice. The request shall be addressed to Administrative Law Judge David C. Whitcomb, Public Service Commission of Wisconsin, P.O. Box 7854, Madison, WI 53707-7854.

The Commission requests comments on the establishment of service quality standards for 2004 anniversary dates, and specifically the Ameritech and Verizon proposals. Comments and requests for hearing must be received by **noon on Tuesday, July 23, 2002**. Parties submitting comments by fax must do so by **noon on Monday, July 22, 2002**. Any party who desires to file comments should submit an original and 15 copies as indicated in the box on page 1. Members

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of the public need only file an original. These comments must be received by noon on **Tuesday, July 23, 2002**. Comments by fax are due one day earlier. Fax filing cover sheets must state "Official Filing" and include the docket number and the number of pages (limit of 20 pages). File by one mode only.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the docket coordinator listed below.

Questions regarding this matter may be directed to docket coordinator Christopher Larson at (608) 267-9508.

Dated at Madison, Wisconsin, \_\_\_\_\_

By the Commission:

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Lynda L. Dorr  
Secretary to the Commission

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